

GOAL THREE

Manage state government resources to enhance efficiency and improve service delivery.

STRATEGIES

- Provide modern, integrated systems for managing financial and human resources in coordination with the North Dakota University System.
- Improve the efficiency of “back office” processes.
- Collaborate to improve the management of technology.



A culture of cooperation has been developed across state government to focus on joint initiatives and improve delivery of service. The most comprehensive technology project the state has ever undertaken, ConnectND is a replacement of North Dakota's aging administrative and student information systems. PeopleSoft's Enterprise Resource Planning (ERP) system has been chosen to replace the state's payroll, accounting, financial, student records and registration systems, some of which were first put into operation more than 20 years ago. By implementing a single statewide system across higher education and state government, we have a tremendous opportunity to do something that no other state has done. As part of the implementation, current processes and procedures will be optimized to implement the best practice solutions provided by the new software. The result will be more efficient and effective government.

The idea of making government more efficient through the use of document management is well known as the "paperless office" and "office automation." As the costs of the technologies involved have come down, the state has implemented Electronic Document Management System (EDMS) components on a centralized basis. By electronically imaging data, we can begin to minimize paper storage across the state, saving hundreds of thousands of dollars annually in storage costs. Electronic document management also improves customer service by giving employees instant access to a document via a computer rather than requiring a trip to some distant storage space. The Tax Department has aggressively pursued automation of paper handling and experienced significant savings. Other agencies are following suit. Additional capabilities to automate work flow and forms processing will be implemented to create efficiencies in document management for all agencies.

These kinds of shared initiatives have been identified through technology planning processes first mandated in 1997. Planning and project management have since improved, as agencies have put these processes into action. The state will continue to improve the management of technology by implementing a new process called Enterprise Architecture, which will drive continuous business and technology alignment in state government. Enterprise Architecture provides an overall plan for designing, implementing and maintaining the underlying infrastructure to support information sharing and resource optimization.



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